



Telecommunications Bulletin

Customer Service Center (CSC)

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Wireless Scam Warning

CMS has been notified of two active phone scams targeting mobile phones. The first is affecting customers in Illinois. The second has been reported in other states, but everyone needs to be aware of it, as well.

The first scam starts out with a phone call that appears on caller ID as “Technical Support 1-800-922-0204,” which is also the actual number for Verizon Wireless Customer Support. The call plays a recording that asks Verizon subscribers to visit a verizon54 website in order to claim a \$54 bonus. When users visit the site, they are asked to log in using their credentials for their Verizon Wireless account. At this point, the site steals the associated usernames and passwords.

Anyone who gets a call like this should ignore it. Verizon customers should never use their Verizon username and password to log into any website other than <http://www.verizonwireless.com>.

The second scam has been reported in the states of Washington, Florida, Georgia, and Massachusetts. The caller states that the Washington State Department of Corrections has issued a warrant for the person receiving the phone call, and that they will go to jail if they don't call the number provided. When the person receiving the phone call returns the call they are informed they owe money and if not paid by the end of the day they will be put in jail.

Persons who receive calls such as these or any other scam activities need to be advised to contact their local law enforcement and report it as well as notify CMS BCCS.

If you have any questions, please contact Marvin Thomas at 217-524-5028 or marvin.thomas@illinois.gov.